

JUDICIAL COUNCIL OF CALIFORNIA

Administrative Office of the Courts 455 Golden Gate Avenue San Francisco, California 94102
415-865-4272 Telecommunications Device for the Deaf Web site: www.courtinfo.ca.gov/careers

EMPLOYMENT OPPORTUNITY

JOB TITLE: IS MANAGER
Information Systems Development and Support

JOB REQUISITION: 2558

LOCATION: San Francisco, California

OVERVIEW

The Information Services Manager position within the Information Services Division (ISD) of the Administrative Office of the Courts (AOC) will function as a key member of the management team for the Information Systems Development and Support Unit.

The Manager of the IS Development and Support department will under policy direction, direct a staff engaged in the planning, development, implementation, and maintenance of information systems for the appellate courts, the trial courts, and the AOC. The manager is responsible for implementing goals and objectives for two units under the Information Systems Development and Support department - Court Management Systems and Data Administration/Web Development.

RESPONSIBILITIES

The following are representative areas of responsibility for the Information Systems Development and Support Manager:

- Identifying, assessing, and selecting standard development methodologies and tools;
- Creating models of business processes, relating models to optimal development environments, and overseeing their implementation;
- Devising standards for documentation of development efforts;
- Devising a change control methodology for development systems;
- Reviewing options for the maintenance of commercial software used for applications;
- Manage project to ensure efficient effective use of AOC, appellate court, trial court, and vendor resources;
- Provide project management, including managing schedule, budget, and resources;
- Develop and monitor project costs against budget; develop budget change proposals and contract amendments, as required;
- Assess resource needs; hire and oversee staff and vendors;
- Plan, organize, recommend selection, assign, supervise, review, and evaluate work of assigned staff;
- Manage vendors; including select vendors, assign roles, oversee assignments, review and evaluate work;
- Respond to questions and provide information/data to management, staff, outside agencies, (e.g., appellate courts, trial courts and the executive and legislative branches), and the public;
- Provide technical leadership to staff and vendors;
- Research complex technical issues;
- Manage system enhancements for the project; coordinate testing and training; and
- Coordinate systems development and maintenance efforts within the IS Division with other projects supporting Judicial Branch technology initiatives.
- Function as a liaison between the courts and the AOC

Occasional work during non-business hours (evenings, weekends, and holidays) may be required. The successful candidate may be required to travel statewide as necessary.

QUALIFICATIONS

EDUCATION AND EXPERIENCE

Equivalent to possession of a bachelor's degree and six years of experience in information systems, records management, statistics, or related field, including a minimum of two years of increasingly responsible managerial experience.

Additional experience may be substituted for the education on a year-for-year basis. An advanced degree may substitute for one year of the required experience.

OR

Two years in a supervising analyst position with the Judicial Branch Information Services Division.

Extensive work experience managing information technology operations and/or application development needs, and project management.

KNOWLEDGE OF

- Principles and practices of project management;
- Management principles and practices associated with supervision of employees;
- Principles and practices of budget development and administration for a large-scale project;
- Principles and practices of information systems architecture, design, strategies, implementation and management;
- Principles and practices of management of electronic information;
- Principles and practices of local and wide area network management;
- Principles and practices of Internet, Intranet and Web-based technologies; Client/server and web programming languages and databases;
- Problem-solving and conflict resolution methods and techniques;
- Principles and techniques of preparing effective oral presentations; and
- Principles and techniques of preparing a variety of effective written materials.

ABILITY TO

- Use initiative and independent judgment to proactively work within established procedural guidelines.
- Develop and implement project goals, objectives, policies, procedures, and work standards;
- Manage programs, vendors, and staff;
- Develop effective work teams and motivate individuals to meet goals and objectives and provide services in the most effective and efficient manner;
- Develop and administer the budget of the assigned area;
- Interact successfully with advisory committees, judges, court and agency staff, the State Bar, the Legislature, and the public;
- Use initiative and independent judgment within general policy guidelines;
- Apply problem-solving and conflict resolution methods and techniques;
- Work effectively with internal and external committees, user groups, and task forces;
- Ensure high quality, adherence to standards and best practices, high performance, and scalable, repeatable processes and deliverables.

DESIRABLE

The experience listed above ideally should include the following knowledge, skills, and abilities:

- Knowledge of/experience in the Judicial Branch/California Courts operations; and

- Ability to communicate effectively with all levels of executive management and governing bodies of large organizations.
- Experience with web based tools and technologies
- Solid project management skills, with experience developing implementation plans for complex technology projects.

HOW TO APPLY

This position will remain open until filled. To complete an online application, please visit our Web site at www.courtinfo.ca.gov/careers/view.htm, select job category "Info Systems & Technology", and search for Job Req #2558, IS Manager Systems Development & Support Unit. This position requires the submission of our official application and response to the supplemental questions attached.

OR

To obtain a printed application, please visit:

Administrative Office of the Courts
455 Golden Gate Avenue, 7th Floor
San Francisco, California 94102-3688
415-865-4272 Telecommunications Device for the Deaf

PAY AND BENEFITS

SALARY: \$8,042 - \$9,774 per month
(Starting salary may vary between \$8,042 and \$8,846 per month)

Some highlights of our benefits package include:

- Health/Dental/Vision benefits program
- 13 paid holidays per calendar year
- Choice of Annual Leave or Sick/Vacation Leave
- 1 personal holiday per year
- \$105 transit pass subsidy per month
- CalPERS Retirement Plan
- 401(K) and 457 deferred compensation plans
- Employee Assistance Program
- Basic Life and AD&D Insurance
- FlexElect Program
- Long Term Care Program (employee paid/optional)
- Group Legal Plan (employee paid/optional)

The Administrative Office of the Courts Is an Equal Opportunity Employer
A supplemental follows this announcement

**Supplemental Questionnaire
For
Information Systems Manager
(Job Req. 2558)**

This supplemental questionnaire is intended to provide more detailed information about your work experience. Your responses to the following questions will allow us to better assess your qualifications. Your answers to all of the questions should be no more than three pages (total) in length.

1. The Information Systems Manager is a key position, interacting with AOC executives, court executives, court staff, and others. Please describe your managerial experience, including scope of responsibility, numbers and types of staff supervised, responsibilities to manage vendors, program areas, and budget allocations.

2. This position has substantial responsibility for the successful completion of a high-profile project within the division. Please describe your experience in developing and implementing new projects, as well as maintaining ongoing projects. If possible, use court related projects or programs.

3. This position is responsible for identifying innovative and creative solutions to various problematic work solutions. Please describe an innovative solution you have proposed that would demonstrate your ability in this area. How did you document and "market" your idea? Was your proposal implemented? What were the results?